



DIT Client Service Center Monthly Report Card

June, 2004

Case Volume	
Total Cases Created	26,197
Cases Created -- CSC	18,758
% Cases Entered by CSC	71.60%
Total Resolved Cases	26,240
Cases Resolved --CSC	7,359
% Cases Resolved by CSC	39.23%
Open Cases	4,855
Open Cases -- CSC	183
Total Percentage Open	18.53%
Percentage Open -- CSC	3.77%

Case Closure Percentage -- DIT	
Resolved in <1 day	64.03%
Resolved in 1-3 days	8.87%
Resolved in 3-5 days	5.70%
Resolved in >5 days	21.40%

Case Closure Percentage -- CSC	
Resolved in <1 day	87.16%
Resolved in 1-3 days	3.27%
Resolved in 3-5 days	2.20%
Resolved in >5 days	8.06%

Call Volume	
Total Contacts	30,038
Calls Offered	21,100
Calls Answered	18,181
Voice Mail	1,142
Abandoned Calls	1,777
Web	789
E-mail	8,149
Abandoned Call Rate	8.42%
Average Speed to Answer	1 min 2 sec
Average Call Handling Time	7 min 53 sec
Average Call Duration	4 min 32 sec
Average ACW Time	3 min 21 sec

CSC Analyst Statistics	
Actual CSC Staff	60
CSC Staffing Rate	81.90%
Effective CSC Staff	49.14
Average Contacts/Analyst	575.11
Average Cases/Analyst	381.73

Case Priority	
Urgent	4
High	448
Medium	19,545
Low	6,244

Average Time to Resolution (Days)	
Urgent	0.05
High	4.43
Medium	5.17
Low	5.96

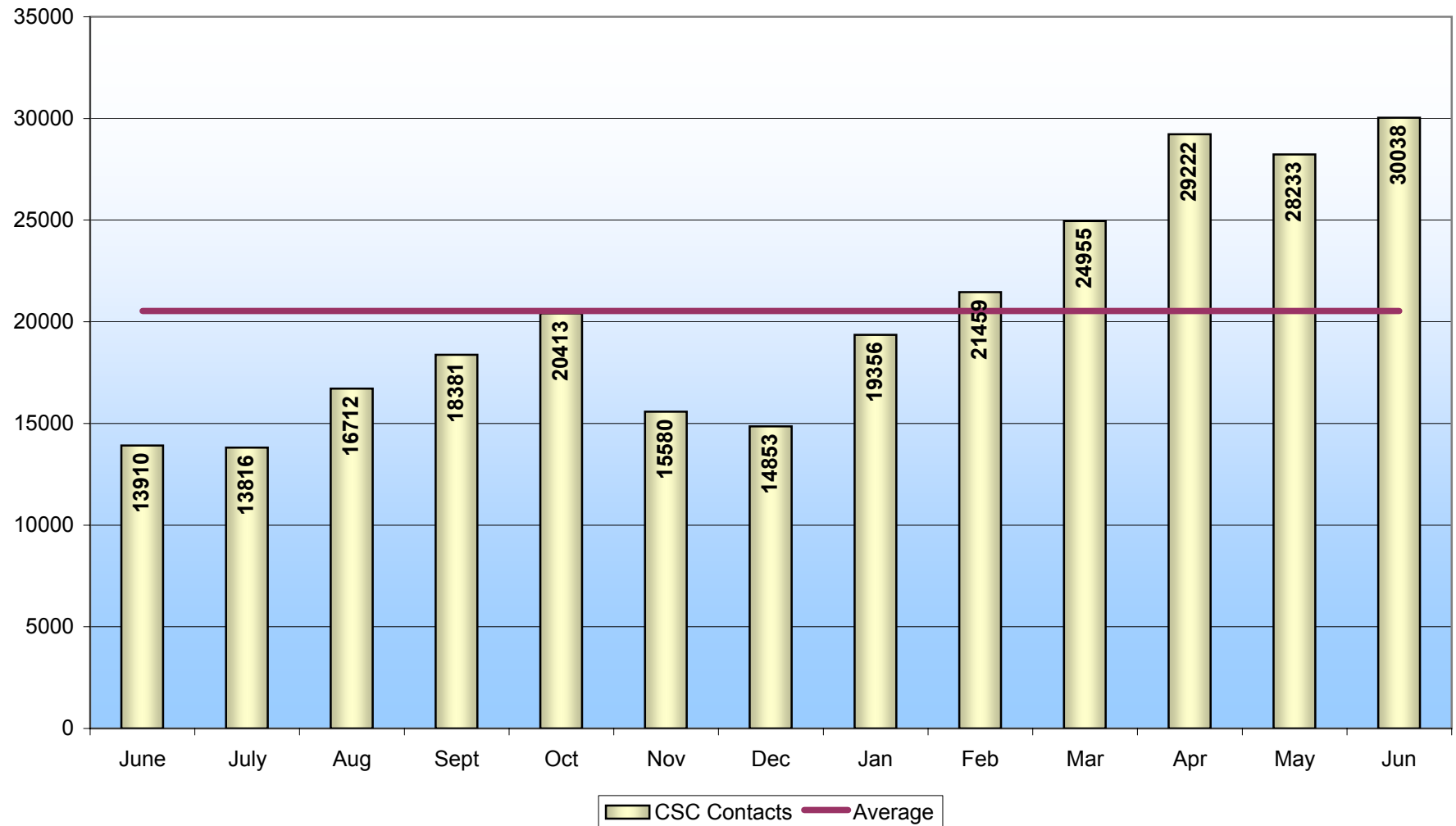
Case Types	
Problem	17,150
Request	7,889
Question	1,202

CSC Trend	
Desktops Supported	50,248
Contacts/Desktop	0.60
Cost/Contact	N/A
First Contact Resolution Rate	N/A

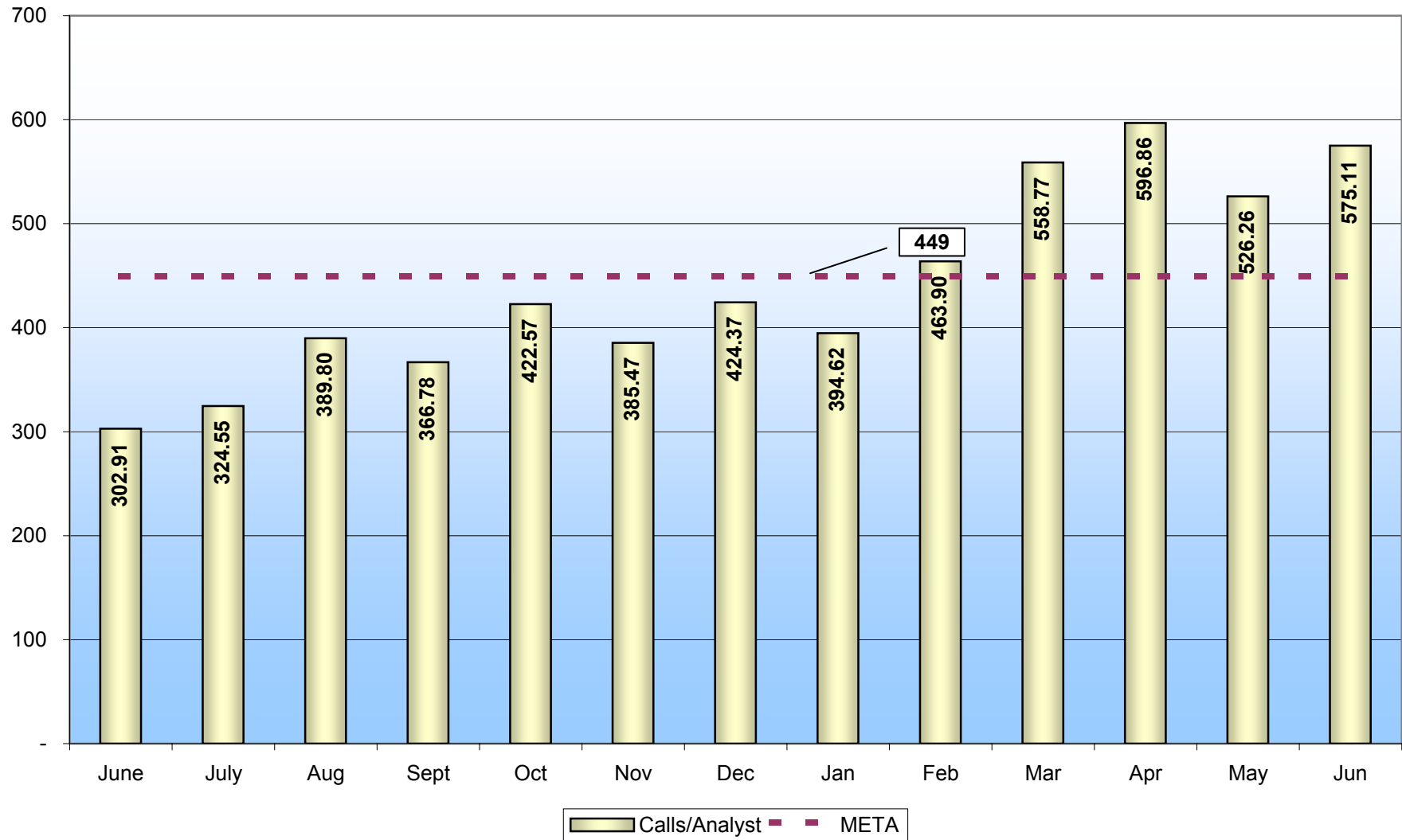
Top 10 Problems by Category/Type	
State Applications/GroupWise	1085
Operating Systems/Windows 2000 Client	977
DIT Services/Information	929
Hardware Printers/Laser	800
DIT Services/Virus Protection	764
Operating Systems/Novell Client	678
Telecommunications/Network Mgt	620
FIA Applications/CIS	603
Corrections-Applications/Other	548
Password Reset/Network	545

DIT CSC Contacts

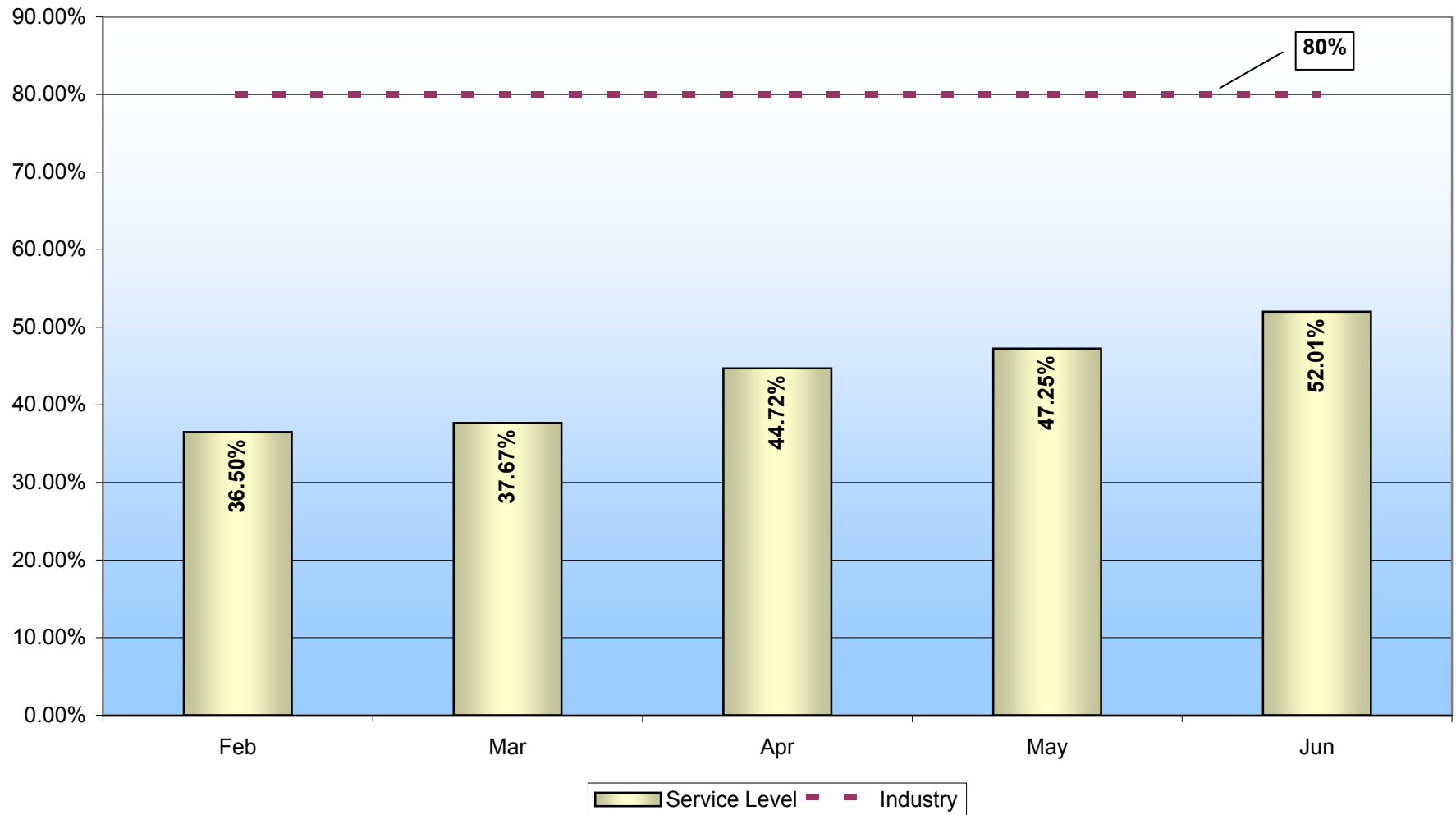
Phone, Voicemail, E-mail



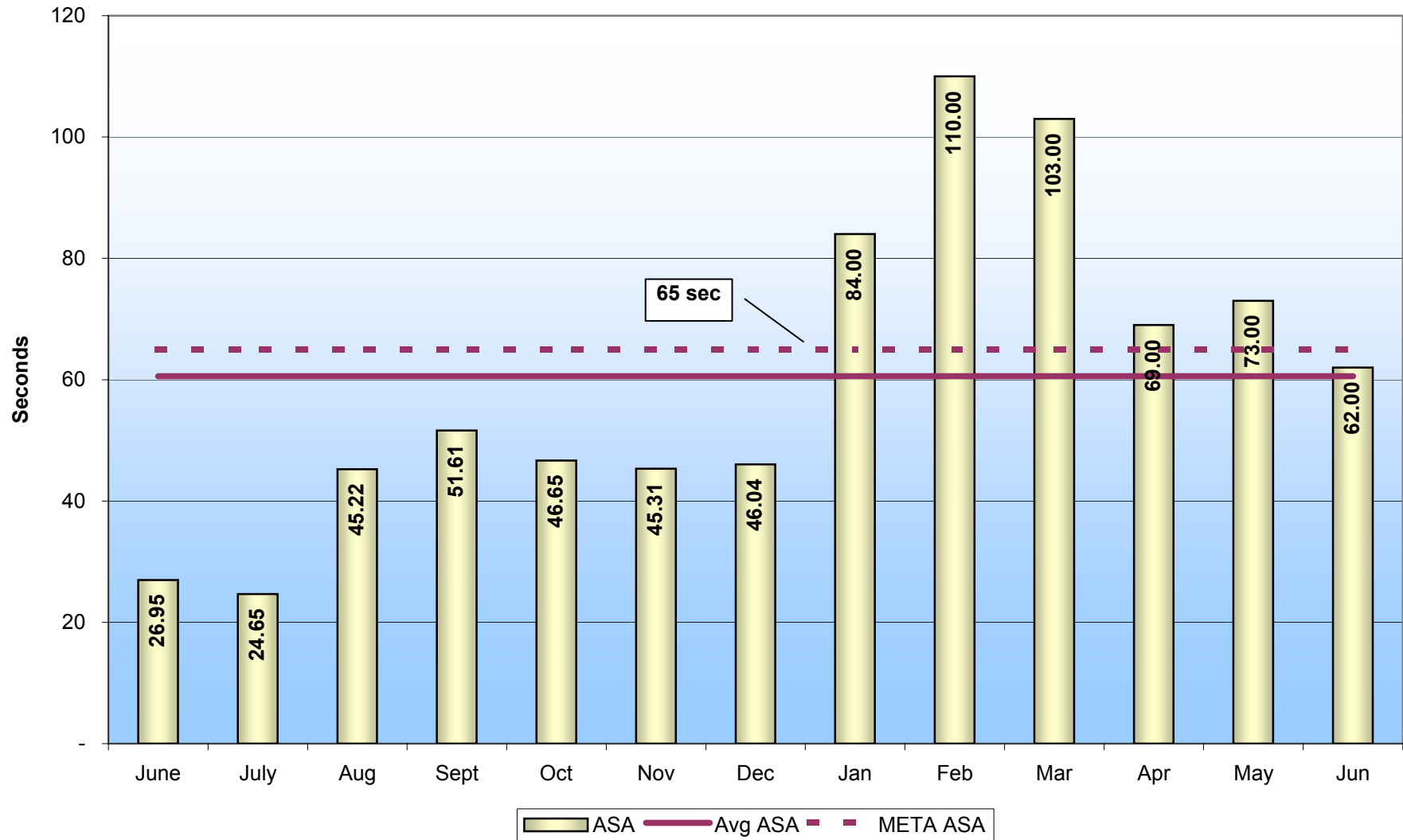
DIT CSC Contacts/Analyst/Month



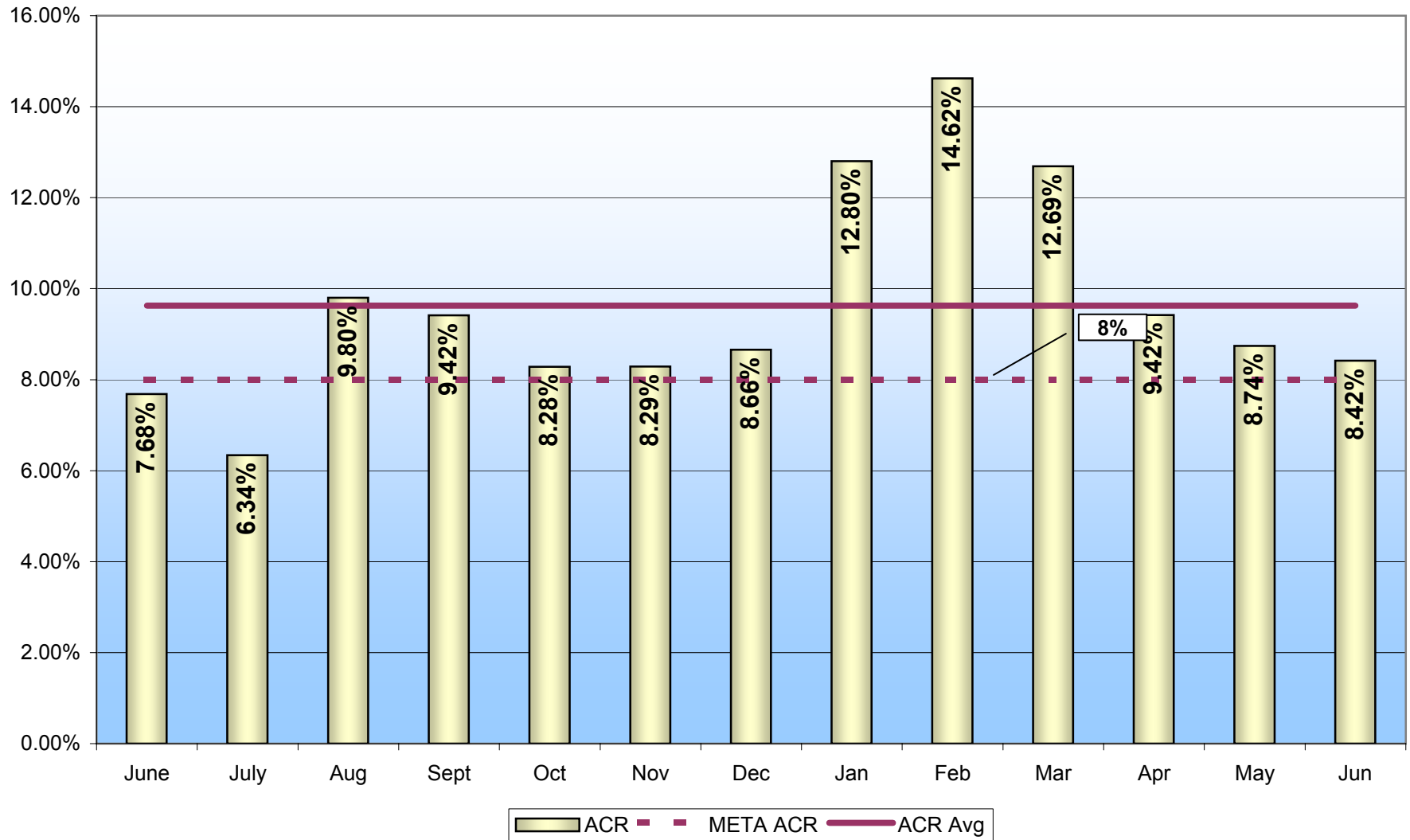
Service Level (Percentage of Calls Answered in 30 sec or less)



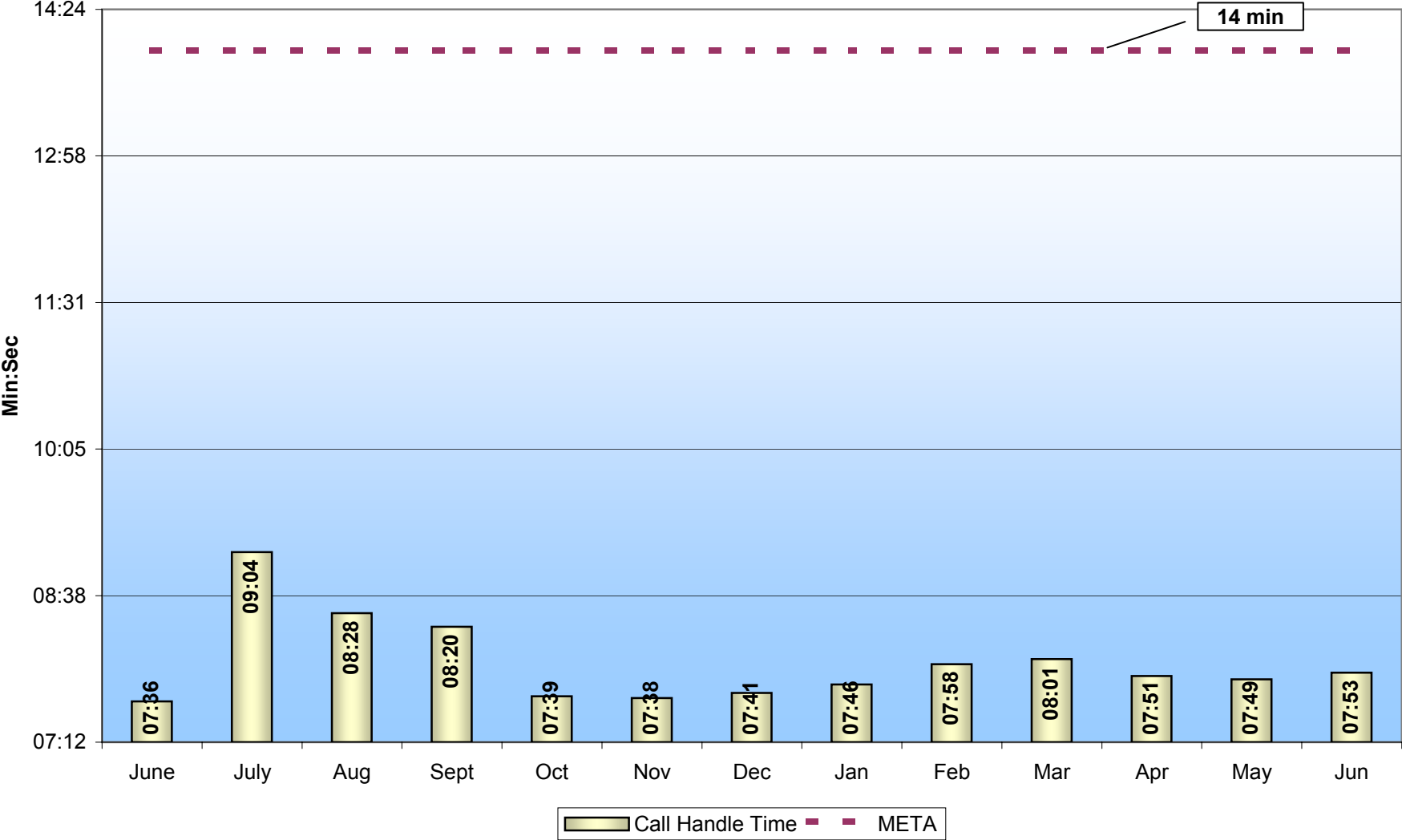
DIT CSC Average Speed to Answer



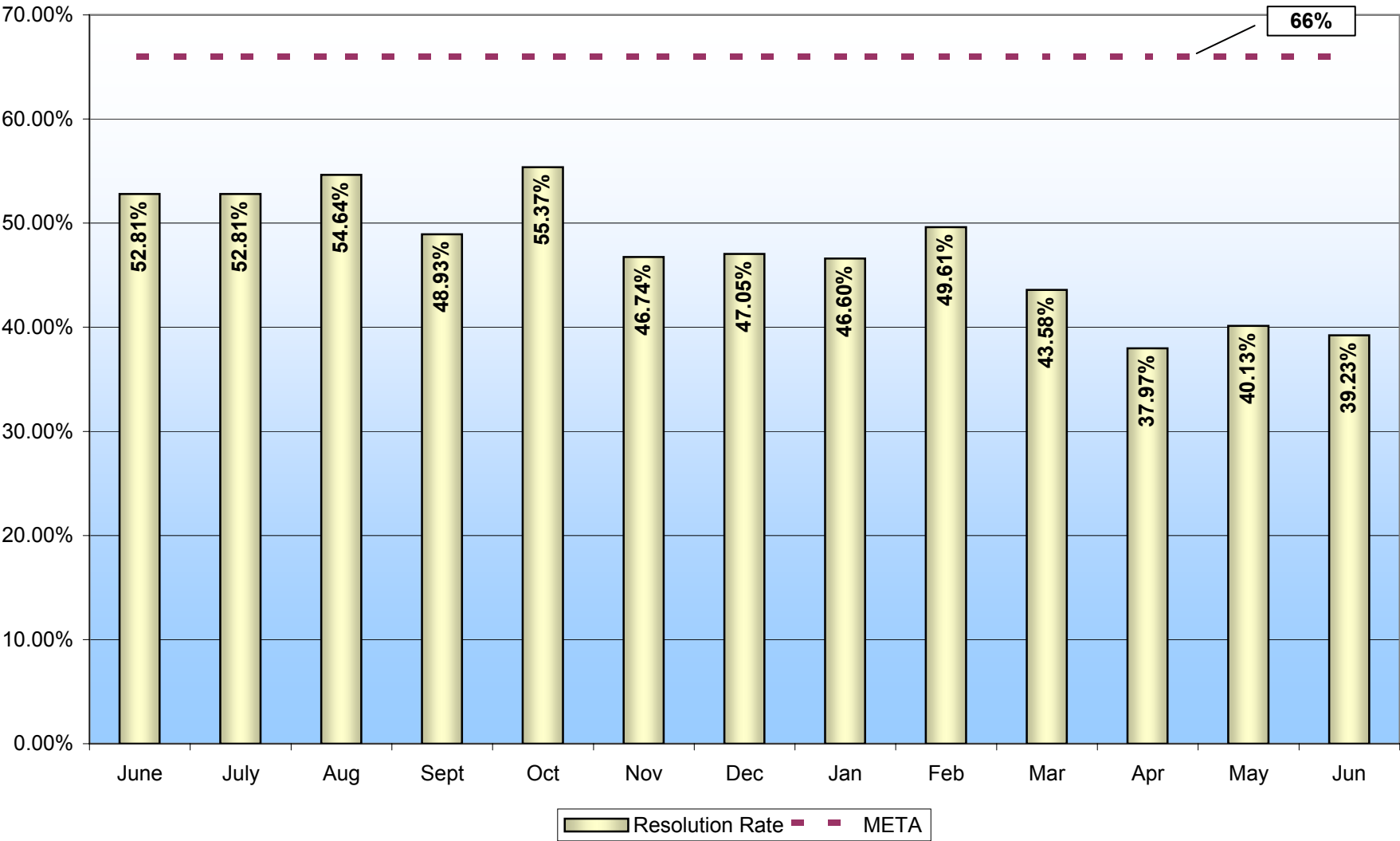
DIT CSC Abandoned Call Rate



DIT CSC Call Handle Time



DIT CSC First Level Resolution Rate



Contacts/Desktop

